

CALIFORNIA LEGISLATURE



Governor Arnold Schwarzenegger

Senator Denise Ducheny

Senator Christine Kehoe

Assemblymember Joel Anderson

Assemblymember Martin Garrick

Assemblymember Shirley Horton

Assemblymember Kevin Jeffries

Senator Dennis Hollingsworth

Senator Mark Wyland

Assemblymember George Plescia

Assemblymember Mary Salas

Assemblymember Lori Saldana

Assemblymember Mimi Walters

***** FIRE DISASTER ASSISTANCE *****

- **How to Contact Your Elected State Officials**
- **State Agency Contact Numbers and Websites**
- **Homeowners Insurance Contact Information**
- **U.S. Federal Emergency Management Assistance (FEMA)**
- **California State Dept. of Insurance Assistance Form**
- **California State Dept. of Insurance — Helpful Information**

How to Contact Your Elected Officials

Governor's Office:

-San Diego District Office
619-525-4641 / Fax: 619-525-4640
<http://gov.ca.gov/>

State Senate Offices:

Senator Denise Moreno Ducheny

-Chula Vista District Office
(619) 409-7690 / Fax: (619) 409-7688
-Coachella District Office
(760) 398-6442 / Fax: (760) 398-6470
<http://dist40.casen.govoffice.com/>

Senator Christine Kehoe

-San Diego District Office
(619) 645-3133 / Fax: (619) 645-3144
<http://dist39.casen.govoffice.com/>

Senator Dennis Hollingsworth

-Temecula District Office
(951) 676-1020 / Fax: (951) 676-1030
-El Cajon District Office
(619) 596-3136 / Fax: (619) 596-3140
<http://republican.sen.ca.gov/web/36/>

Senator Mark Wyland

-Carlsbad District Office
(760) 931-2455 / Fax: (760) 931-2477
<http://republican.sen.ca.gov/web/38/>

State Assembly Offices:

Assemblymember Joel Anderson

-El Cajon District Office
(619) 441-2322 / Fax: (619) 441-2327
<http://republican.assembly.ca.gov/members/a77/>

Assemblymember Martin Garrick

-Carlsbad District Office
(760) 929-7998 / Fax: (760) 929-7999
<http://republican.assembly.ca.gov/members/a74/>

Assemblymember Shirley Horton

-Lemon Grove District Office
(619) 462-7878 / Fax: (619) 462-0078
<http://republican.assembly.ca.gov/members/a78/>

Assemblymember Kevin Jeffries

-Murrieta District Office
(951) 894-1232 / Fax: (951) 894-5053
<http://republican.assembly.ca.gov/members/a66/>

Assemblymember George Plescia

-San Diego District Office
Phone: (858) 689-6290 / Fax: (858) 689-6296
<http://republican.assembly.ca.gov/members/a75/>

Assemblymember Mary Salas

-Chula Vista District Office
(619) 409-7979 / Fax: (619) 409-9270
<http://democrats.assembly.ca.gov/members/a79/>

Assemblymember Lori Saldana

-San Diego District Office
(619) 645-3090 / Fax: (619) 645-3094
<http://democrats.assembly.ca.gov/members/a76/>

Assemblymember Mimi Walters

-Oceanside District Office
(760) 757-8084 / Fax: (760) 757-8087
<http://republican.assembly.ca.gov/members/a73/>

State Agency Contact Numbers and Websites

Department of California Highway Patrol
General Information: 916-657-7261
Road Information: 800-657-7249
www.chp.ca.gov

Department of Corporations
619-525-4233
www.corp.ca.gov

Department of Motor Vehicles
800-777-0133
www.dmv.ca.gov

Department of Real Estate
916-227-0931
www.drc.ca.gov

Department of Food and Agriculture
916-654-0466
www.cdffa.ca.gov

Department of Industrial Relations
415-703-5070
www.dir.ca.gov

Department of Insurance
800-927-4357
www.insurance.ca.gov

Community Colleges
916-445-8752
www.ccco.edu

Department of Education
916-445-7334
www.cde.ca.gov

Post Secondary Education
916-445-7933
www.cpec.ca.gov

University of California
510-987-0700
www.ucop.edu

Department of Aging
916-419-7500
www.aging.ca.gov

Department of Health Services
916-445-1248
www.dhs.ca.gov

Department of Mental Health
800-896-4042
www.dmh.ca.gov

Emergency Medical Services Authority
916-322-4336
www.emsa.ca.gov

Secretary of State
916-653-6814
www.sos.ca.gov

State and Consumer Services
916-653-4090
www.scsa.ca.gov

Building Standards Commission
916-263-0916
www.dgs.ca.gov

Department of Consumer Affairs
800-326-2297
www.dca.ca.gov

Franchise Tax Board
800-852-5711
www.ftb.ca.gov

Department of Corrections and Rehabilitation
916-445-7682
www.cdcr.ca.gov

Board of Equalization
800-400-7115
www.boe.ca.gov

Fair Political Practices Commission
916-322-5660
www.fppc.ca.gov

Governor's Office of Emergency Services
San Diego County Office: 858-565-3490
Riverside County Office: 951-955-4700
www.oes.ca.gov

Department of Veteran's Affairs
General Information: 800-952-5626
San Diego Office: 866-653-2504
www.cdva.ca.gov

Homeowners Insurance Contact Information

All company personnel, agents and claims adjusters are on the scene from the following companies:

Allied	www.alliedinsurance.com	1-800-282-1446
AIG	www.aig.com	1-800-466-3748
Allstate	www.allstate.com	1-800-547-8676
Amica Mutual Insurance	www.amica.com	1-800-242-6422
AAA/Auto Club of S. California	www.aaa.com	1-800-672-5246
California Causality	www.calcas.com	1-800-800-9410
Century National Insurance	www.centurynational.com	1-800-733-1980
CNA	www.cna.com	1-877-262-2727
Farmer's (ENGLISH)	www.farmers.com	1-800-435-7764
Farmer's (SPANISH)	www.farmers.com	1-877-732-5266
Fireman's Fund	www.firemansfund.com	1-888-347-3428
Liberty Mutual	www.libertymutual.com	1-800-225-2467
Metlife Home & Auto	www.metlife.com	1-800-422-4272
Nationwide	www.nationwide.com	1-800-421-3535
Oregon Mutual	www.ormutual.com	1-800-934-3809
Prudential	www.prudential.com	1-800-346-3778
Safeco	www.safeco.com	1-800-332-3226
State Farm	www.statefarm.com	1-800-732-5246
Traveler's Insurance	www.travelers.com	1-800-252-4633
21ST Century	www.21st.com	1-800-322-8200
USAA	www.usaa.com	1-800-531-8222



FEMA Assistance

The following forms of assistance may be available to you, through the Federal Emergency Management Agency (FEMA):

- Grants for temporary housing
- Grants for home repairs
- Low-cost loans to cover uninsured property losses
- And other programs to help those recovering from the disaster
- Counseling for your Family

Be prepared to provide the following information:

- The street address of your damaged property.
- Your current mailing address and a telephone number where you can be reached in the event you have been forced to relocate.
- Your Social Security Number.
- Your household's approximate gross income at the time of the fire or, if you are reporting business damages, the gross income of the business.
- Information on the type of insurance coverage you have.

Residents and business owners who have been impacted by the fires can begin applying for assistance by calling 1-800-621-FEMA (3362), or 1-800-462-7585 (TTY) for the hearing and speech impaired.

FEMA Disaster Assistance Process for Individuals

Call to Apply for Assistance 1-800-621-FEMA (3362). The speech or hearing impaired may call (TTY) 1-800-462-7585.

- For use ONLY by people in designated federal disaster areas.
- Be prepared to give your Social Security number, describe your losses, provide financial information, and give directions to the damaged property.

The information you provide is put into the computer

- You are now in the system
- The recovery process begins

Call us if you have Questions 1-800-621-FEMA (3362). The speech or hearing impaired may call (TTY) 1-800-462-7585.

- Refer to the application number the registrars gave you when you applied.

Making an optional visit to a Disaster Recovery Center to receive more information after you have registered by phone

- Here you will find local, state, federal, and voluntary agencies that may be able to assist you

Inspector will call to schedule an appointment.

- There is NO FEE for the inspection.
- Inspectors will set up an appointment to visit your property within a few days of application.
- Inspectors are contractors; they are not FEMA employees, but they will have FEMA ID.

Inspector will visit damaged property.

- Be present for your scheduled appointment.
- They will inspect the damage, verify ownership and occupancy, and make a report. Inspectors do not determine eligibility.
- If eligible, you will receive a housing assistance check within 7-10 days.

If eligible, housing assistance check will arrive.

- Money may be spent for housing needs.

Packet will arrive in mail.

- There may be an SBA application enclosed.
- You MUST fill out and return this to be eligible for any further assistance.
- Refer to SBA home page for more information. (www.sba.gov/)

To reduce future loss, consider taking steps to rebuild safer and smarter.

- Take measures to reduce losses in the future.
Encourage community to participate in National Flood Insurance Program (NFIP).
- Consider buying flood insurance.

Call the FEMA Fraud Hotline if you suspect someone is filing false damage claims

- 1-800-323-8603
- Make sure disaster aid goes to those who deserve it.
- It is a violation of Federal law to file a false claim.



DEPARTMENT OF INSURANCE ASSISTANCE FORM

Assistance may also be available to you through the California State Department of Insurance. To apply, either go on-line to fill out the form, or fill out the following two-page form.

On-Line Application (scroll to the bottom of the page):

<http://www.insurance.ca.gov/contact-us/0200-file-complaint/>

If you have any specific questions, please contact your state legislator, or the CA Dept. of Insurance at:

**California Department of Insurance
Consumer Communications Bureau
300 South Spring Street, South Tower
Los Angeles, CA 90013
1-800-927-HELP (4357) or 213-897-8921
TDD Number: 1-800-482-4TDD (4833)
The Hotline hours are from 8:00 a.m. - 5:00 p.m., Mon. - Fri.**

DEPARTMENT OF INSURANCE

CONSUMER SERVICES AND MARKET CONDUCT BRANCH

CONSUMER SERVICES DIVISION

300 SOUTH SPRING STREET, SOUTH TOWER

LOS ANGELES, CA 90013

www.insurance.ca.gov

CCB-012 P

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**REQUEST FOR ASSISTANCE**

Name _____

Work Phone: () _____

Address _____

Home Phone: () _____

City _____

Zip _____

Before you file a complaint with the Department of Insurance, you should first contact the insurance company, agent or broker in an effort to resolve the issue(s). If you do not receive a satisfactory response, then complete this form, attach copies of any important papers that relate to your complaint and mail to address shown above.

Please be aware that a copy of this Request for Assistance and other documentation submitted by you may be provided to the insurance company, agent or broker unless you indicate that you do not want a copy of your correspondence forwarded by checking the box:

- ☐ Do not forward a copy of the completed form and the documentation provided. However, please contact the insurance company and investigate the complaint on my behalf.

1. Complete name of insurance company involved: _____

2. Type of Insurance: Auto ☐ Home ☐ Life ☐ Health ☐ Other ☐ _____

3. (a) Name of the policyholder if different from your name: _____

(b) If a group policy, provide the group name: _____

4. Policy identification or certificate number: _____

5. Claim number (if applicable) _____

6. Date loss occurred or began (if applicable) _____

7. Broker/Agent (if applicable) _____ Broker/Agent License number _____

Street address _____ City/State _____ / _____ Zip _____

8. Have you contacted the company, agent or broker? Yes ☐ No ☐

If yes, state the date(s) and person(s) contacted _____

(Provide copies of all correspondence)

(COMPLETE REVERSE SIDE)

9. Have you reported this to any other governmental agency? Yes _____ No _____
If yes, please give:

(1) Name of agency: _____

(2) File number, if known: _____

10. Have you previously written to the Department of Insurance about this matter?
Yes ☐ No ☐ File number (if available) _____ Date _____

11. Is there attorney representation in this matter? Yes ☐ No ☐

12. Is a lawsuit currently on-going or pending? Yes ☐ No ☐ If yes, our ability to mediate this matter is limited, but we will investigate your inquiry for any regulatory issues. We may defer the regulatory investigation until the finality of the litigation. We ask that you still complete this form so we have a record of your issue. Once the matter is concluded, we would welcome any information regarding violations of law by the insurer that you or your attorney are willing to provide.

13. Briefly, describe your problem (use additional paper if needed):

14. What do you consider to be a fair resolution to your problem?

(Signature)

(Date)